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To: **Kent Koller** **Date:** June 16, 1997

From: **Jeff Sampson**

Subject: **Consultant Recommendation for LIMS Task Force**

This is a follow-up to the April 25, 1997 memo "Consultant Recommendation for LIMS Task Force," and addresses two issues brought up at the LIMS Task force presentation to the Research Staff on May 20, 1997.

1. Kraft LIMS Experience

   On June 5, Jerry Cohen, Mike Schultz, and Tom Birkel visited with the team to discuss their experience in selecting and implementing a LIMS system at Kraft. They emphasized the importance of defining scope, requirements, business rules, and computer-related issues and requirements. The LIMS team described our process to them and they all agreed that we were following the right path towards producing a successful LIMS system recommendation.

2. References for Dr. Martin Goffman

   On June 10, LIMS Team members, Jeff Sampson, John Wickham, Chris Ament and Susan Laffoon held telephone conferences with two of Martin Goffman's previous customers. The following is a summary of their experience with Dr. Goffman.

   Martin Goffman provided the structure and focus required to define the specific LIMS system requirements for the RFP. Particularly useful were the focus groups that were conducted with users and customers of the proposed LIMS system. He helped identify issues or procedures that later resulted in process improvements. His extensive knowledge of vendors and their systems, provided critical information that was not generally available, and enabled the teams to direct probing questions to the vendors. He was personable and worked efficiently with the LIMS teams and focus groups. His process met expectations, and he completed his tasks on time and within the budget. He was easily accessible for questions when not on site, and has continued to follow up periodically after completion of his tasks. Both customers evaluated their LIMS projects as successful. Considering the larger scope of PM's LIMS project, both references recommended the use of a consultant.

On the basis of our discussions with Kraft personnel and with Dr. Goffman's customers, the LIMS Task Force is confident that the decisions we have made regarding the process and the consultant will result in making the best possible LIMS system recommendation for the pilot laboratory and the Research Directorate.

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